



Iowa Department of Human Services

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Director

INFORMATIONAL LETTER NO.1805-MC-FFS

DATE: June 19, 2017

TO: Iowa Medicaid Hospice, Home Health Services and Waiver Providers including Individual Consumer Directed Attendant Care (CDAC)

APPLIES TO: Managed Care, Fee-for-Service

FROM: Iowa Department of Human Services (DHS), Iowa Medicaid Enterprise (IME)

RE: Electronic Visit Verification (EVV)

EFFECTIVE: Upon Receipt

Electronic Visit Verification, or EVV, will be implemented by the IME on a date that is to be determined, following a robust period of stakeholder engagement and program research. In December 2016, the [21st Century Cures Act¹](#) was signed into law. This law requires EVV for personal care and home health services.

EVV will be used to monitor the delivery and utilization of personal care and home health services in non-traditional settings and will provide verification of the visit with location information and a time stamp. EVV will be used to ensure quality and program integrity (PI). In addition to the PI characteristics associated with EVV, the department also considers this to be a valuable mechanism to ensure that members are receiving the care they need that is outlined in their service plan. This system will help provide real time alerts when a provider is late or misses a medically necessary service included in a member's service plan.

The IME has developed a survey to gather input from providers. This survey is one component, of several, designed to gather information directly from stakeholders. The information gathered from this survey, in combination with face-to-face meetings and other engagement, will inform the decisions that determine key aspects of the Iowa EVV program. The IME is working in collaboration with the Managed Care Organizations (MCOs) to develop and implement the EVV program.

To ensure that the department receives valid responses please do not take this survey if you are not a provider. If you are a stakeholder, legislator or Medicaid member, the department will provide an opportunity for you to provide feedback. The purpose of this survey is to assess providers and to identify where efforts need to be focused when launching the EVV program.

¹ <https://www.congress.gov/bill/114th-congress/house-bill/34/text>

Complete the Survey Online

You may access the survey at <https://www.surveymonkey.com/r/IMEEVV>. All responses must be submitted by August 15, 2017, for consideration.

The IME encourages providers to complete the survey online. However, if you do not have internet access, you may complete the survey over the phone by calling the IME Provider Services Unit at 1-800-338-7909.

More information and training will be available leading up to the EVV launch date.

If you have any questions, please contact the IME Provider Services Unit at 1-800-338-7909 or email imeproviderservices@dhs.state.ia.us.